

EXHIBIT C

Subj: Re: call
Date: 2/19/2007 5:07:40 P.M. Eastern Standard Time
From: jordan@oclc.org
To: downingbt@aol.com

Brian

Thanks for taking my call and leveling with me. I am pissed that I was not aware of the extent of the problems and we will do whatever it takes to knock off the deficiencies list and get back to growing again. I passed along your message to Rick Schwieterman and he will call you tomorrow. He is a bulldog and will get cracking to make things right

Jay

Sent from my BlackBerry Wireless Handheld

OCLC Online Computer Library Center, Inc.

— Original Message —

From: Downingt@aol.com <Downingt@aol.com>
To: Jordan, Jay
Sent: Mon Feb 19 14:10:21 2007
Subject: call

Hi Jay,

thanks for your message. That is the toughest thing about being a boss—sometimes you have to send a nice guy on his way.

I am available all the rest of the day, and have my cell phone at my side.

Brian

Brian T. Downing
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